



DWSD Community Meeting: Eastside Water System Upgrades

May 6, 2021

DWSD Community Meeting

Since 2019, the Detroit Water and Sewerage Department (DWSD) has taken a data-driven approach to upgrade the water and sewer systems and is investing about \$100 million a year.

The Capital Improvement Program (CIP) leverages the \$50 million annual lease payment from the Great Lakes Water Authority as well as operational improvements at DWSD.

The projects for this year include your neighborhood.

DWSD Capital Improvement Program Update

- DWSD has invested **\$200M** in capital improvement projects since 2019
 - Water main, hydrant and lead service line replacement
 - Sewer lining and replacement
 - Green Stormwater Infrastructure installations
- **Condition assessments** and other data are used to determine necessary upgrades
- DWSD and our contractors have:
 - Replaced **66 miles** of water main and **1,155 lead service lines**
 - Replaced or lined **50 miles** of sewer collection piping
 - Installed **11 bioretention gardens**
- DWSD crews also performing **preventative maintenance tasks**



Infrastructure Responsibility

WHERE'S YOUR LINE?

Water: Most of the city's water mains are in the front of a property. Mains are typically located in the street or the grass between the sidewalk and street.

Sewer: Most of the city's sewer pipes are located in the rear of the property; a few are located in the street. Sewers are typically in the alley or the city easement in your backyard.

WHO WILL FIX IT?

Water: Property owners are responsible for the water service line from the water meter to the curbstop (turn-of/turn-off valve) near the sidewalk. DWSD is responsible for the portion from the curbstop to the water main.

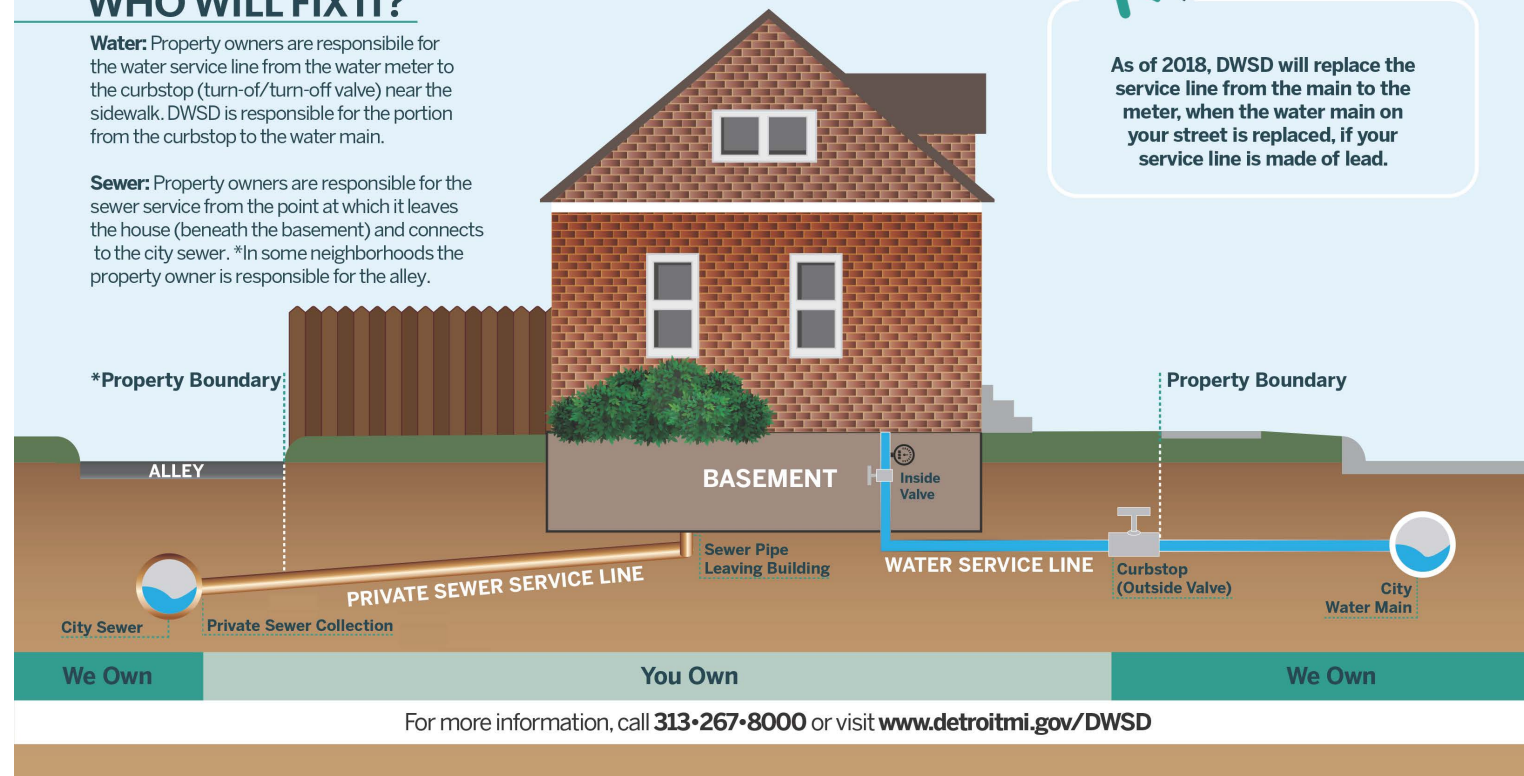
Sewer: Property owners are responsible for the sewer service from the point at which it leaves the house (beneath the basement) and connects to the city sewer. *In some neighborhoods the property owner is responsible for the alley.

YOUR RESPONSIBILITY AND OURS

THE WATER AND SEWER LINE FROM YOUR HOME



As of 2018, DWSD will replace the service line from the main to the meter, when the water main on your street is replaced, if your service line is made of lead.



For more information, call 313-267-8000 or visit www.detroitmi.gov/DWSD

What to Expect

- DWSD and contractors provide **advance notification** of construction
 - Lead Service Line Replacement Program packet with agreement form (if water upgrade)
 - **Door hanger notice within one week prior to construction**
- **Construction is disruptive and dirty** – we will take every effort to reduce impact
 - Most projects involve some excavation and traffic control measures
 - Equipment may be staged on an empty lot with owner's permission, on the right-of-way and/or in the alley
 - Tree trimming or removal may take place in order to access the pipes and other infrastructure
 - If sewer pipes are being lined, you may smell an odor temporarily
 - Workers will follow COVID-19 safety protocols



IMPORTANT INFORMATION
from Detroit Water
and Sewerage Department

Water System Upgrades

The Detroit Water and Sewerage Department (DWSD) is upgrading and enhancing the water system in your neighborhood. Contractors will replace the water main and lead service lines (where they exist).

The contractor will arrive on _____ (day) between _____ (time) and _____ (time) with in 7-14 days to begin construction. During construction, please use the water pitcher filter and cartridge that was provided at your door.

What you should expect

During construction, it is DWSD's intention to minimize inconveniences to residents and businesses. However, you should expect the following:

- Brief interruptions of water supply when a new service line is being connected to the system. Every attempt will be made to inform impacted residents and businesses prior to disruption and service is generally restored the same day. Please contact DWSD Customer Care if you do not have water service for more than six hours or overnight.
- Water main work may require some hydrants to be out of service temporarily. These hydrants will be tagged as out of service and DWSD will coordinate with the Detroit Fire Department with appropriate information.
- Contractors will use large trucks and heavy equipment. For the safety of everyone in the neighborhood, please keep a safe distance from all machinery. During non-working hours, equipment may be parked in a driveway with approval or the right-of-way.
- Construction will bring some noise, dirt and debris to the neighborhood.
- There may be traffic impediments, bus stop signs and bus lanes will have access. You may also expect street closures and restricted street parking during construction. Please try to avoid parking on impacted streets.
- Laws, cement, fences and other property in the storm sewer right-of-way may be disturbed. Contractors will return to restore property. Temporary restrictions may occur before permit work is completed during April - October construction permit.

Continued on the back.

Flush your pipes after water utility work

DWSD recommends flushing your water taps after construction is complete in your neighborhood. DO NOT consume tap water; open hot water faucets; use your hotmaker or filtered water; dispenser until the flushing steps listed below are complete.

- 1 Remove faucet aerators (screen) from a water taps in the home.
- 2 Beginning in the lowest level of your home, open all the cold water taps in the house.
- 3 Let the water run for 5-10 minutes at the last tap you opened (top floor).
- 4 Turn off each tap starting with the first tap you opened (bottom floor). Clean and install aerators.

If your lead service line was replaced, immediately follow the flushing instructions above. However, instead of running the water for 5-10 minutes, let the water run for 30 minutes, which removes lead particles.

WHO TO CALL:

Customer Care assistance | Lead Service Line questions
313•267•8000 | **313•964•9300**

Specific questions about this project?
Contact the assigned DWSD inspector

_____ (day)
at _____ (address)

For timely construction updates, join our email distribution list:

Regular updates on this project will reduce water and sewer disruption information and progress updates. To receive direct information about construction via email, send your name, street address, and email address to dwsd-publicaffairs@detroitmi.gov (if you provide your telephone number we may also send text message updates).

Thank you for your patience as we work to improve service.
WORKING HARD FOR YOU.
detroitmi.gov/DWSD

What to Expect (continued)

- Contractors are required to alert customers of any service interruptions
 - Notices depending on if it's water or sewer service interruptions
 - Please follow the instructions
- Water main and lead service line replacement notices have **flushing instructions** – please follow the steps
- Property restoration**, such as lawns, sidewalks, driveways and fences occur after construction, **as weather permits and between April - October**



IMPORTANT INFORMATION
from Detroit Water
and Sewerage Department

Temporary Interruption
Water System Upgrades

Upgrades are near completion on the water system for your street. The final phase of the upgrades requires a temporary interruption in your water service.

Your water service will be temporarily interrupted while contractors work to connect your home to the upgraded water main and/or new copper service line (after lead service line replacement). You will have no water service to your property between _____ (starting and ending) _____ (time and date). Once work is complete you will receive a notice indicating you may resume use of the water service.

What you should expect

During construction it is DWSD's intention to minimize inconveniences to residents and businesses. However, you should expect the following:

- Once water is restored you may notice some discoloration. Please follow the flushing instructions on the back of this flyer. Please note that if you had a lead service line replaced you should flush for 30 minutes.
- Water main work may require some hydrants to be out of service intermittently. These hydrants will be tagged as out of service and DWSD will coordinate with the Detroit Fire Department with up to date information.
- There may be traffic impediments, but residents and businesses will have access. You should also expect street closures and restrictions to street parking during construction. Please try to avoid parking on impacted streets.
- Lawns, cement, fences and other property may be disturbed. Contractors will return to restore property. Temporary restorations may occur before permanent work is completed during April - October when weather permits.

Continued on the back

Flush your pipes after water utility work

DWSD recommends flushing your water taps after construction is complete in your neighborhood. DO NOT consume tap water, open hot water faucets, use your icemaker or filtered water dispenser until the flushing steps listed below are complete.

- Remove faucet aerators (screen) from all water taps in the home.
- Beginning in the lowest level of your home, open all the cold water taps in the house.
- Let the water run for 5-10 minutes at the last tap you opened (top floor).
- Turn off each tap starting with the first tap you opened (bottom floor). Clean and install aerators.

If your lead service line was replaced, immediately follow the flushing instructions above. However, instead of running the water for 5-10 minutes, let the water run for 30 minutes, which removes lead particles.

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WORKING HARD FOR YOU.

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WATER SYSTEM: Lead Service Line Replacement

- A **Lead Service Line Replacement Program** packet is distributed **door-to-door on the street(s)** where the water main will be replaced with a FAQ, step-by-step, flushing instructions and homeowner/occupant agreement to authorize replacement of the private portion if a lead pipe is discovered
 - Lead service lines are two inches or less in diameter and typically at single-family homes and small storefronts
 - Completed **agreements can be emailed or sent via postal mail**
 - **Resident is mailed a copy** of signed agreement
- Within 1-2 weeks of construction, the **first door hanger notice** is distributed along with a **pitcher filter as a precautionary measure** for every house on the block of the water main replacement



WATER SYSTEM: Lead Service Line Replacement

(continued)

- This DWSD Lead Service Line Replacement Program packet is distributed to homes and businesses on the street of the water main replacement



DWSD CUSTOMER ALERT

DO YOU HAVE A LEAD SERVICE LINE?

While the Detroit Water & Sewerage Department (DWSD) is on your street replacing the water main, if our workers discover you have a lead service line (the line from the water main to your house), DWSD will replace the pipe with copper with your permission, at DWSD's expense.

Read the information in this packet, sign the agreement and return it in the enclosed envelope.

DWSD will not replace your portion of the service line (from the curb box to your house) without your permission. Lead levels in your home may increase if you refuse to replace your portion of the lead service line. DWSD cannot reconnect the water from the lead service line. If you choose to not replace your lead service line, you will have a water service interruption.

DWSD Lead Service Line Hotline:
313-964-9300

The lead service line replacement will only be done while DWSD's contractor is on your street. This offer will not be available until the project is complete. This notice applies only to the houses and businesses on their doors in the designated project area.

WORKING HARD FOR YOU.

SIGNATURE REQUIRED LEAD SERVICE LINE REPLACEMENT AGREEMENT

Several contractors are working in neighborhoods across the City of Detroit to remove lead service lines as part of DWSD's Lead Service Line Replacement Program. Under this program, if your home has a lead water service line, you are eligible to have it replaced, at DWSD's expense.

Detroit Water and Sewerage Department is responsible for repairs from the water main up to, and including, the curb stop (shut-off valve).

Property Owner is responsible for repairs from the curb stop side and throughout the property with the exception of the water meter.

Water Meter measures customer's water usage and is maintained by DWSD.

Water Main is the primary line in a water distribution network which pumps water to your home.

Curb Stop is the shut-off valve typically located in the lawn near the sidewalk or driveway area. It is the primary control for water flowing into your home.

DWSD will replace the service line from the water main to generator meter as part of the lead service line replacement project. DWSD will guarantee the water service line for ONE year of new construction.

The following terms and conditions apply:

LEAD SERVICE LINE REPLACEMENT PROGRAM - FAQ

Q. What is a service line?
A. A service line connects the water main in the street to your house. DWSD owns and maintains service lines from the water main in the street to the curb box, usually located near your property boundary. Customers are responsible for service lines from the curb box into the home at the water meter.

Q. What homes typically have lead service lines?
A. If your Detroit home was built prior to 1950, your service line may be made of lead and need to be replaced. DWSD stopped using lead on the DWSD portion of the service line around 1945.

Q. How do I know if I have a lead service line?
A. Service lines can be made of plastic, copper, lead or galvanized steel. Get a magnet and a coin, and then follow these steps to find out which you have:

1. Locate where the service line comes into your home, near the water meter and your shut-off valve. Look for the pipe running between your shut-off valve and either the wall or the floor.
2. If the magnet sticks to the pipe, it's galvanized steel and **does not** need to be replaced.
3. Gently scratch the surface of the pipe with the coin. If the scraped area is shiny, it's silver in color and the magnet doesn't stick, it's made of lead. It may have a bulge near the valve. If so, it is a lead pipe and **does** need to be replaced.
4. If it is copper in color and the magnet doesn't stick, it's copper and **does not** need to be replaced.
5. If the pipe is white or gray and the piping is joined with a clamp, screw or glue, it's plastic and **does not** need to be replaced.

If you have a lead service line inside your home, call 313-964-9300 to start your replacement process. The material buried in your yard may be different from the material you can see inside your home. Even if you do not have lead inside the house, the contractor will still excavate the curb box in your front yard.

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STEP-BY-STEP PROCESS FOR REPLACING LEAD SERVICE LINES

DWSD CONTRACTORS WILL DIG A 4' x 4' SQUARE IN YOUR FRONT YARD TO DETERMINE WHAT MATERIAL YOUR SERVICE LINE IS MADE OF.

1. IF THE LINE IS COPPER, the contractor will connect your service to the new water main.
2. Contractor will restore property.
3. No other action is required.

1. IF THE LINE IS LEAD, the contractor will inform you and schedule an appointment for an interior inspection of the service line and meter.
2. A copper service line will be installed from the new water main to your water meter.
3. Your water meter will be reinstalled or replaced.
4. The contractor will restore property.
5. You will continue to own and be responsible for the replaced water service line from the curb stop into the home. DWSD will guarantee the water service line for one year from the date of replacement.

- You are encouraged to sign and submit your Lead Service Line Replacement Agreement as soon as possible.
- You can check the service line inside your house at any time during this process (see the DWSD FAQ brochure for details) and call us at 313-964-9300 to schedule your replacement sooner.
- You may request to have your water tested at any time. Visit detroitn1.gov/DWSD and search "lead and copper sample request form." If you do not have internet access, please call 313-964-9300 for further assistance.

WORKING HARD FOR YOU. FOR MORE INFORMATION, CALL 313-964-9300 www.detroitn1.gov/DWSD

WATER MAIN REPLACEMENT PROGRAM FLUSHING INSTRUCTIONS

As a precaution, DWSD is providing residents with a free water filter that will remove any lead and sediment from water during and after construction.

DWSD is replacing the water main that serves your home. The pipe connecting your home to the water main may be made of lead. The water provided to Detroit Water and Sewerage Department (DWSD) customers is treated to reduce corrosion of lead and other pipe materials in drinking water. Construction on your service line may cause sediment to loosen, which may contain lead particulates. Use the filter for all drinking and cooking water. Water is safe for showering and other uses. Follow the manufacturer's guidelines for using and maintaining the filter.

Flush your pipes before drinking.

During the construction period, take the following actions once a week:

Do not consume tap water, open hot water faucets or use icemakers or filtered water dispensers until you complete these steps:

1. Remove the faucet aerator (screens) from a faucet in the lowest level in your home. Fully open the cold water tap.
2. Continue removing the aerators at each faucet and turning on all cold water taps as you move to the top floor of your house.
3. Let the water run for at least 5 minutes at the last tap you opened (top floor).
4. Turn off each tap starting with the first tap you opened (bottom floor), then rinse and re-install the aerators at each tap.

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WATER SYSTEM: Construction Planned

- **Water main replacement includes exploratory digging** at every stop box (turn-on/off valve) at each home or small business to verify service line material, whether lead or copper, to see if service line replacement is necessary
- **Scheduled streets for your project:**
 - Chandler Park Drive between Whittier to Cadieux
 - East Outer Drive from 3 Mile to Whittier
 - Kelly Road from Glenwood to Eastwood

Next Steps

- Construction is underway
- Keep posted to updates on [Nextdoor](#)
- Email questions or concerns to dwsd-publicaffairs@detroitmi.gov



Water & Sewerage
Department

Questions?



Detroit Water & Sewerage Department

Email: DWSD-publicaffairs@detroitmi.gov

For more information visit: www.detroitmi.gov/dwsd

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